



## Department of Child Services DCS Hotline Fact Sheet February, 2011

### How We are Performing

Total Number of Calls Handled During February	10,525
Average Number of Calls per Business Day	477
Average Number of Calls per Weekend/Holiday	143
Average Speed of Answer for Law Enforcement with Access Code	36 Seconds
Average Speed of Answer for non-law enforcement calls	1 minute, 33 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 28 Seconds
<b><i>Total Number of Calls Received Year to Date</i></b>	<b><i>22,293</i></b>

